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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

My experience with AT&T and their small competitor Sonic is very concrete. I had been an AT&T U-verse customer for many years. My internet connection had slowed to a snail's pace and didn't work at all much of the time. After many phone calls and a couple of technician visits, the problem was not fixed. The technicians explained that some equipment in the local switch needed to be upgraded, but AT&T would not schedule the upgrade.

So AT&T was happy to charge me indefinitely for a non-functioning service. I gave Sonic a try and they fixed the problem right away, and reduced my monthly bill by about 25% too. In our area, Sonic actually uses the AT&T network, but Sonic provides the service. This was simply a case where Sonic was motivated to serve the customer while AT&T was not.

AT&T are so big that they just don't care. My case was a solid example of that. That is why you must regulate to ensure that smaller providers like Sonic can compete.

Steve Bisset